SENIORS PROGRAMS AND SERVICES

INFORMATION GUIDE

July 2016

Alberta Government

For more information about seniors programs and services, please call:

Alberta Supports Contact Centre
Toll-free anywhere in Alberta: 1-877-644-9992
Edmonton: 780-644-9992
Website: www.seniors-housing.gov.ab.ca

Deaf or hearing impaired with TDD/TYY units:
Toll-free anywhere in Alberta: 1-800-232-7215
Edmonton: 780-427-9999

The information provided is subject to the provisions of the pertinent Government Acts and Regulations. Changes to programs, services, and office locations may occur after the publication of the booklet.

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Table of Contents

1 Income Support Programs

1 Provincial Government Programs
6 Federal Government Programs

9 Housing

9 Provincial Government Programs
11 Finding Accommodation

13 Government Contacts

13 Alberta Supports
15 Government of Alberta Contact Centre
15 Service Alberta Contact Centre
16 Government of Canada
16 Contacting your MLA
16 Alberta Ombudsman
17 Office of the Public Guardian and Trustee
19 Alberta's Health and Seniors Advocates
20 Advance Care Planning
21 Utilities Consumer Advocate

22 Health Services

22 Alberta Health Care Insurance Plan
25 Dental and Optical Assistance for Seniors
25 Alberta Aids to Daily Living
27 Alberta Blue Cross
30 Continuing Care Services
33 Alberta Health Services
35 Private Health Insurers

36 Community Agencies

36 Funding Opportunities
37 Family and Community Support Services (FCSS)
37 Meals on Wheels
37 Money Mentors

38 Protecting You and Your Information

38 Privacy Legislation
39 Elder Abuse

41 Protection for Persons in Care
41 Continuing Care Health Services Standards
42 Supportive Living and Long-Term Care Accommodation Standards
43 Alberta Human Rights Commission
44 Service Alberta
44 Alberta Securities Commission

45 Transportation

45 Bus Passes
45 Seniors Driving Services
45 Alberta Transportation
46 Alberta Motor Association: Driving Angel Program
46 Parking Placards for Persons with Disabilities

47 Congratulatory Messages for Seniors

47 Message from the Queen
47 Message from the Governor General of Canada
48 Message from the Prime Minister of Canada
49 Message from the Premier of Alberta

49 General Information

49 Birth, Marriage and Death Certificates
50 Lawyer Referral Service
50 Local Information and Referral Centres
52 Taxes
53 Veterans
54 Power of Attorney
55 Funeral Planning
56 Last Will and Testament

57 Recreation and Leisure

57 Alberta 55 Plus Games
57 Historic Sites and Cultural Facilities
58 Provincial Parks
58 Fishing Licences
58 Seniors' View of the Alberta Legislature

59 Quick Reference List

62 Index

INCOME SUPPORT PROGRAMS

Provincial Government Programs

Seniors financial assistance programs

The Government of Alberta offers the following financial assistance programs for seniors:

- Alberta Seniors Benefit
- Special Needs Assistance for Seniors
- Dental and Optical Assistance for Seniors
- Seniors Home Adaptation and Repair Program
- Seniors Property Tax Deferral Program

You should receive a Seniors Financial Assistance application package in the mail three months before your 65th birthday. If you do not, call the Alberta Supports Contact Centre at 1-877-644-9992.

The Seniors Financial Assistance application form will help you access the Alberta Seniors Benefit, Special Needs Assistance and Dental and Optical Assistance for Seniors program. You need only apply once.

A separate application and agreement form must be completed to access the Seniors Home Adaptation and Repair and Seniors Property Tax Deferral Programs.

General eligibility

You are eligible to apply for the seniors financial assistance programs, if you:

- are 65 years of age or older;
- have lived in Alberta for at least three months immediately before applying;
- are a Canadian citizen, or have been admitted into Canada for permanent residence (landed or sponsored immigrant)

If you meet all of the above eligibility requirements, your level of assistance will be determined based upon the specific criteria for each program.

Alberta Seniors Benefit

The Alberta Seniors Benefit program provides a monthly income supplement to federal income sources including Old Age Security (OAS) and Guaranteed Income Supplement (GIS).

Eligibility for a benefit is determined by:

- The type of accommodation you live in;
- Your marital/cohabitation status;
- Your income (combined with your spouse/partner's income if applicable); and
- Receiving the federal OAS pension, having lived in Canada for 10 years.

General eligibility

In general, a single senior with an annual income of $26,965 or less, and senior couples with a combined annual income of $43,785 or less, are eligible for a cash benefit. These income levels are guidelines only, and are for seniors whose income includes a full OAS pension.

Special Needs Assistance for Seniors

The Special Needs Assistance for Seniors program provides low-income seniors with financial assistance toward a range of expenses including appliances and some health and personal supports. A senior's total annual income and the expense requested are used to determine the amount funded. The maximum assistance available is $5,000 in a benefit year.

General eligibility

To be considered for the Special Needs Assistance for Seniors program, you must complete the Seniors Financial Assistance application form. A single senior with a total annual income of $26,965 or less, or a senior couple with a total combined annual income of $43,785 or less may receive assistance.

Dental and Optical Assistance for Seniors

The Dental Assistance for Seniors program provides basic dental coverage, according to an approved benefit schedule, to a maximum of $5,000 every five years.

The Optical Assistance for Seniors program provides assistance, to a maximum of $230, towards the purchase of prescription eyeglasses every three years.

General eligibility

To be considered for the Dental and Optical Assistance programs, you must complete the Seniors Financial Assistance application form. A single senior with a total annual income of $31,675 or less, or a senior couple with a total combined income of $63,350 or less, may receive assistance.

How it works

Some service providers will direct bill the benefit administrators for the amount covered by the program, while some service providers may require you to pay the full bill, and then submit a claim to the benefit administrator for reimbursement. To find out how much of your dental/optical work is covered, and/or to submit a claim, you or your service provider may contact the benefit administrator.

For information about optical claims, or to download a claim form, contact:

Alberta Blue Cross
10009 - 108 Street NW
Edmonton, Alberta T5J 3C5
Edmonton area: 780-498-8000
Calgary area: 403-234-9666
Toll-free: 1-800-661-6995
Website: www.ab.bluecross.ca/index.php

For information about dental claims, contact:

Alberta Dental Service Corporation
Edmonton area: 780-426-7526
Toll-free: 1-800-232-1997
Fax: 780-426-7581
Website: www.albertadentalservicecorp.com

The Seniors Home Adaptation and Repair Program

The Seniors Home Adaptation and Repair Program is a low-interest home equity loan program designed to help senior homeowners finance home repairs and adaptations. Examples include but are not limited to; plumbing, heating, electrical, tree removal, windows, roof repairs, widening doorways and stair lifts. The program provides a maximum loan amount of $40,000 and will be repaid upon the sale of the property, or earlier if you wish. Monthly payments are not required.

General eligibility

To qualify, you must be age 65 years or older, be an Alberta resident for at least three months, have an annual household income of $75,000 or less, and have at least 25 per cent equity after the loan. This means all charges registered against your home in a land titles office cannot exceed 75 per cent of your home's assessed value, as shown on your municipal assessment.

Interest

Simple interest (not compounded) will be charged once a loan is approved. The interest rate is variable and is reviewed twice a year in April and October and may be adjusted accordingly.

How to apply

You must complete and submit a Seniors Home Adaptation and Repair Program application form in order to apply to the program.

For an application form or for information on the current interest rate, contact:
Alberta Supports Contact Centre
Toll-free anywhere in Alberta: 1-877-644-9992
Edmonton: 780-644-9992
Website: www.seniors-housing.gov.ab.ca

Seniors Property Tax Deferral Program

The Seniors Property Tax Deferral Program allows eligible senior homeowners to defer all or part of their annual residential property taxes through a low-interest home equity loan with the Alberta government. If you qualify, the Alberta government will pay your residential property taxes directly to your municipality on your behalf. You repay the loan, with interest, when you sell the home, or sooner if you wish. Monthly payments are not required.

General eligibility
To qualify, your home must be your primary residence, where you live most of the time, and you must have a minimum of 25 per cent equity in your home. This means all charges registered against your home in a land titles office cannot exceed 75 per cent of your home's assessed value, as shown on your municipal assessment.

Interest
Interest charges start from the date the program pays your residential property taxes on your behalf to your municipality and ends when your loan has been repaid in full. The interest rate is variable and is reviewed twice a year in April and October and may be adjusted accordingly.

How to apply
You must complete and submit a Seniors Property Tax Deferral Program application form to apply to the program. All registered owners must sign the application form. You may apply at any time, however, to avoid late penalties, senior homeowners are encouraged to apply as early as possible before their residential property taxes are due.

For an application form or for more information about the Seniors Property Tax Deferral Program, contact:
Alberta Seniors and Housing
Box 3100
Edmonton, Alberta, T5J 4W3
Toll-free anywhere in Alberta: 1-877-644-9992
Edmonton: 780-644-9992
Website: www.seniors-housing.gov.ab.ca

Income support for non-seniors

The Government of Alberta provides income support for non-seniors through programs such as Alberta Works and the Assured Income for the Severely Handicapped programs.

For more information, contact:
Alberta Supports Contact Centre
Toll-free anywhere in Alberta: 1-877-644-9992
Edmonton: 780-644-9992
Website: www.albertasupports.ca

Federal Government Programs

The Government of Canada administers the Old Age Security Pension, the Guaranteed Income Supplement and the Canada Pension Plan.

Call toll-free from Canada and the United States:
1-800-O-Canada (1-800-622-6232)
TTY: 1-800-926-9105
Hours of Operation: 8:00 a.m. – 5:00 p.m.
Website: www.canada.ca

Old Age Security Pension

To be eligible for the federal Old Age Security pension (OAS), you must:

» be at least age 65 (you do not need to be retired);

» be a legal resident of Canada; and

» have lived a minimum of 10 years in Canada after the age of 18

You must apply for this pension. If possible, send in your application six months before your 65th birthday.

If you are 65 or older and are not covered by the conditions above, you may still qualify for a pension since Canada has social security agreements with many countries. Call Service Canada for information.

Guaranteed Income Supplement

The Guaranteed Income Supplement (GIS) is available to seniors who receive the OAS pension and have little or no other income.

You may qualify for the Guaranteed Income Supplement if you meet all of the following conditions:

» you are receiving an Old Age Security pension,

» you are a resident of Canada, and

» your annual income (or in the case of a couple, your combined annual income) is lower than the maximum annual threshold

The amount of your Guaranteed Income Supplement entitlement is based upon your marital status and annual income.

The Guaranteed Income Supplement is added to the federal Old Age Security payment each month. An application must be submitted to receive this benefit.

To continue receiving benefits each year, you must submit a renewal form or file an income tax return by April 30. Couples must file separate income tax returns.

Allowance / Allowance for the Survivor

The Allowance is paid to the spouse or common-law partner of a senior receiving the Guaranteed Income Supplement. You may qualify for the Allowance if you meet all of the following conditions:

- You are aged 60 to 64,
- Your spouse or common-law partner receives an Old Age Security pension and is eligible for the Guaranteed Income Supplement,
- You are a Canadian citizen or a legal resident,
- You reside in Canada and have resided in Canada for at least 10 years since the age of 18, and
- You and your spouse or common-law partner's annual combined income from the previous year is less than the maximum allowable annual threshold

The Allowance for the Survivor is available to widowed spouses or surviving common-law partners who have little or no other income and who are between the ages of 60 and 64.

You may qualify for the Allowance for the Survivor if you meet all of the following conditions:

- you are aged 60 to 64 (includes the month of your 65th birthday),
- you are a Canadian citizen or a legal resident,
- you reside in Canada and have resided in Canada for at least 10 years since the age of 18,
- your spouse or common-law partner has died and you have not remarried or entered into a common-law relationship, and
- your annual income is less than the maximum annual threshold.

People who may be eligible for the Allowance or Allowance for the Survivor should apply six months before their 60th birthday. It may be applied for any time between ages 60 and 64 and can continue until the age of 65.

To continue receiving the Allowance or Allowance for the Survivor, you must file an income tax return by April 30 each year. If you continue to be eligible, your Allowance or Allowance for the Survivor will automatically be renewed. If you do not file your return, you must complete a renewal form.

Canada Pension Plan

The federal government administers the Canada Pension Plan (CPP). You contribute to the CPP through employment or self-employment. There are different types of CPP benefits. Application forms are available at any Service Canada Centre by calling 1-800-O-Canada (1-800-622-6232) or on the website at www.canada.ca

The most applicable CPP benefits for seniors are:

Retirement pension
You may be eligible for a retirement pension if you worked and have made at least one valid contribution to the CPP. The pension may start at age 65 or, as early as the month following your 60th birthday, at a reduced rate.

Survivor benefits
There are three types of survivor benefits:

- The CPP death benefit is a one-time payment to, or on behalf of, the estate of a deceased CPP contributor.
- The survivor pension is a monthly pension paid to the surviving spouse or common-law partner of a deceased contributor.
- The surviving child's benefit is a monthly benefit for dependent children of a deceased contributor. Children must be younger than 18, or if 18 to 25, must be in school full time.

For information on other CPP benefits, call Service Canada toll-free at 1-800-O-Canada (1-800-622-6232), or visit www.canada.ca

For the most up-to-date information, please visit the Service Canada website.

HOUSING

Provincial Government Programs

Seniors Lodge Program

Lodges provide bed and sitting rooms for low and moderate-income seniors who are functionally independent. Residents receive meals, housekeeping and recreational opportunities and other services.

Eligible applicants are placed on a priority list based on need and available units. Community residency requirements may be in place.

Local housing management bodies administer lodges and set the accommodation rates. To assist lower-income residents, each eligible resident must be left with at least $315 per month in disposable income after lodge accommodation costs.

For more information about the Seniors Lodge program, contact:
Alberta Seniors and Housing
44 Capital Boulevard
10044 - 108 Street NW
Edmonton, Alberta T5J 5E6
Edmonton: 780-422-0122
Website: www.seniors-housing.gov.ab.ca

In all other areas of the province, call the Government of Alberta Contact Centre at 310-0000 to be connected toll-free. Your local housing management body has detailed information about lodges and senior self-contained living in your area.

For assistance contacting a housing management body, contact:
Alberta Supports Contact Centre
Toll-free anywhere in Alberta:
1-877-644-9992
Edmonton: 780-644-9992
Website: www.albertasupports.ca

Seniors Self-Contained Housing

Local housing management bodies provide affordable apartment-style accommodations for low and moderate-income seniors who are functionally independent and cannot afford private-sector housing.

Eligible applicants are placed on a priority list based on need and unit availability. A tenant's rent, which includes heat, water and sewer expenses is based on 30 per cent of a household's adjusted income.

A searchable list of housing and housing management bodies is available at:
www.seniors-housing.gov.ab.ca.

For more information about the Seniors Self-Contained Housing program, contact:
Alberta Seniors and Housing
Edmonton: 780-422-0122
In all other areas of the province, call the Government of Alberta Contact Centre at 310-0000 to be connected toll-free.

Residential Access Modification Program (RAMP)

The Residential Access Modification Program (RAMP) provides grants to help lower-income Albertans with mobility challenges modify their homes so they can enter and move around more easily.

For more information contact:
RAMP
12th Floor Milner Building
10040 - 104 Street NW
Edmonton, Alberta T5J 0Z2
Phone: 1-877-427-5760
Website: www.humanservices.alberta.ca/ramp
Email: hs.ramp@gov.ab.ca

Finding Accommodation

Seniors Housing Registries

Provincial Seniors Housing Registry
The Alberta Senior Citizens' Housing Association (ASCHA) has a free online provincial housing registry which allows for searches by location, organization, project, support services and application criteria.

For more information:
Phone: 780-439-6473
Website: www.ascha.com

Local registries
Housing registries have lists of senior citizens apartments, lodges and management bodies. They can also help you find private accommodation.

Housing registries for seniors are located at:

CALGARY
Kerby Centre
1133 - 7 Avenue SW
Calgary, Alberta T2P 1B2
Phone: 403-705-3230
Website: www.kerbycentre.com

EDMONTON
SAGE – Seniors Association of Greater Edmonton
15 Sir Winston Churchill Square NW
Edmonton, Alberta T5J 2E5
Phone: 780-423-5510
Email: info@Mysage.ca
Website: www.mysage.ca

EDMONTON ABORIGINAL SENIOR CENTRE
Cottage E
10107 - 134 Avenue NW
Edmonton, Alberta T5E 1J2
Phone: 780-476-6595

If a housing registry is not available in your area, contact:

- your local information centre, listed on pages 50-52;
- a Family and Community Support Services Office, listed in your telephone directory; or
- the Alberta Supports Contact Centre, listed on pages 13-14.

Supportive Living and Long-Term Care Public Reporting Information

To locate information about supportive living and long-term care accommodations, learn about facilities' compliance with provincial accommodation standards, compare accommodations, and view verified complaints, visit:
http://standardsandlicensing.alberta.ca/
or contact the Compliance and Monitoring Branch at 780-644-8428.

For information on long-term care and supportive living, please see pages 30-33 and 42-43.

Landlord and Tenant Information

The *Residential Tenancies Act* identifies how a landlord or tenant may end a tenancy, how and when rent can be increased, remedies available to landlords and tenants and security deposit requirements.

For more information or to obtain a copy of the tip sheet Information for Landlords and Information for Tenants, contact Service Alberta at:
Toll-free: 1-877-427-4088
Edmonton: 780-427-4088
Website: www.servicealberta.ca

GOVERNMENT CONTACTS

Alberta Supports

Alberta Supports helps connect seniors, persons with disabilities, lower income Albertans, and children and youth with benefits and services that can assist with daily living; employment and training; abuse, bullying, homelessness and other emergency situations. Seniors can get information about financial assistance and health benefit programs, housing resources, and much more.

There are three ways to access Alberta Supports:

1. CALL

Alberta Supports Contact Centre
Toll-free: 1-877-644-9992
Edmonton area: 780-644-9992

TDD/TTY toll-free: 1-800-232-7215
Edmonton area: 780-427-9999
Fax: 780-422-5954

Office hours: 8:15 a.m. - 4:30 p.m.
(Monday to Friday, closed statutory holidays)
Please have your personal health number ready when calling.

2. CLICK

myAlbertaSupports.ca to find benefits and services to meet your needs and apply online.

3. COME IN

Calgary South Fisher Park Alberta Supports Centre
100 Fisher Park II
6712 Fisher Street SE
Calgary, Alberta T2H 1X3
Office Hours: 8:15 am - 4:30 pm
(Monday to Friday, closed statutory holidays)

Calgary Central - 8th and 8th Alberta Supports Centre
5th floor Century Park Place
855 - 8 Avenue SW
Calgary, Alberta T2P 3P1
Office Hours: 8:15 am - 4:30 pm
(Monday to Friday, closed statutory holidays)

Edmonton South Alberta Supports Centre
Argyll Centre
6325 Gateway Boulevard NW
Edmonton, Alberta T6H 5H6
Office Hours: 8:15 am - 4:30 pm
(Monday to Friday, closed statutory holidays)

Edmonton City Centre Alberta Supports Centre
10242 - 105 Street
Edmonton, Alberta T5J 3L5
Office Hours: 8:15 am - 4:30 pm
(Monday to Friday, closed statutory holidays)

Fort McMurray Alberta Supports Centre
Main floor Provincial Building
9915 Franklin Avenue
Fort McMurray, Alberta T9H 2K4
Office Hours: 8:15 am - 4:30 pm
(Monday to Friday, closed statutory holidays)

Lethbridge Alberta Supports Centre
Main floor Provincial Building
200 - 5 Avenue South
Lethbridge, Alberta T1J 4L1
Office Hours: 8:15 am - 4:30 pm
(Monday to Friday, closed statutory holidays)

Medicine Hat Alberta Supports Centre
Main floor Provincial Building
110, 346 - 3 Street SE
Medicine Hat, Alberta T1A 0G7
Office Hours: 8:15 am - noon and
1:00 pm - 4:30 pm
(Monday to Friday, closed statutory holidays)

Peace River Alberta Supports Centre
Main floor Midwest Building
9715 - 100 Street
Peace River, Alberta T8S 1T4
Office Hours: 8:15 am - noon and
1:00 pm - 4:30 pm
(Monday to Friday, closed statutory holidays)

Red Deer Alberta Supports Centre
2nd floor First Red Deer Place
4911 - 51 Street
Red Deer, Alberta T4N 4V4
Office Hours: 8:30 am - 4:30 pm
(Monday to Friday, closed statutory holidays)

Slave Lake Alberta Supports Centre
Government Centre
108, 101 - 3 Street SW
Slave Lake, Alberta T0G 2A4
Office Hours: 8:15 am - noon and
1:00 pm - 4:30 pm
(Monday to Friday, closed statutory holidays)

St. Paul Alberta Supports Centre
Main floor Provincial Building
5025 - 49 Avenue
St. Paul, Alberta T0A 3A4
Office Hours: 8:15 am - noon and
1:00 pm - 4:30 pm
(Monday to Friday, closed statutory holidays)

Whitecourt Alberta Supports Centre
202 Midtown Mall
5115 - 49 Street
Whitecourt, Alberta T7S 1N7
Office Hours: 8:15 am - noon and
1:00 pm - 4:30 pm
(Monday to Friday, closed statutory holidays)

Seniors Information Services Offices

A walk-in office is located in Edmonton at:
Main Floor, Standard Life Centre
10405 Jasper Avenue NW
Edmonton, Alberta T5J 4R7
Office Hours: 8:15 am - 4:30 pm
(Monday to Friday, closed statutory holidays)

Government of Alberta Contact Centre

Toll-free 310-0000
You can reach any provincial government program toll-free by calling the Government of Alberta Contact Centre. Staff are available to answer your questions and direct your calls Monday to Friday, 8:00 a.m. to 6:00 p.m. To use this service anywhere in Alberta, dial 310-0000 and enter the 10 digit provincial telephone number for the program you wish to contact, or dial zero, or stay on the line for assistance.

Example: If you are calling Alberta Health from outside the Edmonton area, dial toll-free 310-0000, and then 780-427-1432. (In Edmonton, dial 780-427-1432 directly.)

For toll-free, provincewide access from a cellular telephone, enter #310 (Telus/Bell) or *310 (for Rogers Wireless).

Hearing impaired callers only (requires TTY unit):
Toll-free anywhere in Alberta:
1-800-232-7215
Edmonton: 780-427-9999

Service Alberta Contact Centre

The Service Alberta Contact Centre provides information to consumers about their rights and responsibilities in the marketplace. It also provides information and advice about consumer complaints.

Consumer tip sheets are available, at no charge, by calling the Service Alberta Contact Centre or visiting the department's website.

For more information, contact:
Toll-free anywhere in Alberta: 1-877-427-4088
Edmonton: 780-427-4088
Website: www.servicealberta.ca

Government of Canada

Service Canada Call Centre

For information regarding Old Age Security (OAS), Guaranteed Income Supplement (GIS) or Canada Pension Plan (CPP) benefits, contact:
1-800-O-Canada (1-800-622-6232)
TTY: 1-800-926-9105
Hours of Operation: 8:00 a.m. – 5:00 p.m.
Website: www.canada.ca

Service Canada Centres

The federal government has offices throughout the province that you can visit to obtain information about OAS and CPP benefits. For information about the location nearest you or to book an appointment to see a Service Delivery Agent, call the Service Canada Call Centre at 1-800-O-Canada (1-800-622-6232).

Contacting your MLA

An online listing of MLAs and contact information is located at:
http://streetkey.elections.ab.ca/

Alberta Ombudsman

The Alberta Ombudsman determines administrative fairness. The Office of the Ombudsman responds to complaints of unfair treatment by Alberta government departments, agencies, professional organizations and the patient concerns resolution processes of health authorities.

The Ombudsman:

- is independent from the government;
- is impartial;
- focuses on fairness;
- is approachable and responsive;
- provides services free of charge; and
- is not an advocacy service.

An online complaint form is available at:
www.ombudsman.ab.ca
or contact by phone at:
Edmonton: 780-427-2756
Calgary: 403-297-6185
Toll-Free: 1-888-455-2756

Office of the Public Guardian and Trustee

The Office of the Public Guardian and Trustee (OPGT) offers information and services about substitute decision making for adults who lack mental capacity, including planning for the future with a personal directive and enduring power attorney.

The OPGT may act as guardian and/or trustee for adults who lack the capacity to make their own personal and/or financial decisions when there is no other person able, willing, or suitable to take on the role. The OPGT may also administer estates when someone has died and there is no one else to do so. In addition, the OPGT protects the assets of minors (under 18 years) where required by law or where a minor is a beneficiary but there is no trustee named.

You can contact the OPGT for more information and help with the decision making options listed below.

Supported Decision Making Authorization

» Adults with capacity can authorize a trusted person(s) to assist them with finding information, making decisions, and communicating their decisions.

» May be helpful for people who face complex decisions or have difficulty communicating their decisions to others.

Co-Decision Making Order

» The adult has some capacity limitations but could make personal decisions with guidance and support from someone else.

» A co-decision making order may be appropriate if the assisted adult has a trusting, co-operative relationship with their co-decision maker(s).

Guardianship and Trusteeship Orders

» Court-appointed substitute decision makers for adults who no longer have the capacity to make personal and/or financial decisions on their own.

Personal Directive

A personal directive is a legal document that allows you to choose someone you trust to make personal decisions on your behalf if, in the future, you lose your ability to do so because of illness or injury. If you prepare this document, there is no need for your family to apply to be your guardian in the event you lose capacity.

For more information, or to download a personal directive form, visit:
http://www.humanservices.alberta.ca/guardianshiptrusteeship/personal-directives-how-itworks.html

Enduring Power of Attorney

An enduring power of attorney is a legal document you can use to appoint someone to make financial and legal decisions on your behalf. A power of attorney is "enduring" if it states its power continues after mental incapacity or it can be written to only take effect when mental capacity is lost. If you prepare this document, there is no need for your family to apply to be your trustee in the event you lose capacity.

For more information on the Office of the Public Guardian and Trustee, visit the website at http://humanservices.alberta.ca/guardianship-trusteeship.html, or contact the Office of the Public Guardian and Trustee.

NORTHERN ALBERTA

Grande Prairie Office
3rd floor, 214 Place South
10130 - 99 Avenue
Grande Prairie, Alberta T8V 2V4
Phone: 780-833-4319

Lloydminster Office
Main Floor Provincial Building
5124 - 50 Street
Lloydminster, Alberta T9V 0M3
Phone: 780-871-6490

St. Paul Office
318 Provincial Building
5025 - 49 Avenue
St. Paul, Alberta T0A 3A4
Phone: 780-645-6278

Edmonton Office (Public Guardian)
4th Floor, 108th Street Building
9942 - 108 Street NW
Edmonton, Alberta T5K 2J5
Phone: 780-427-0017

Edmonton Office (Public Trustee)
4th Floor, Brownlee Building
10365 - 97 Street NW
Edmonton, Alberta T5J 3Z8
Phone: 780-427-2744

CENTRAL ALBERTA

Red Deer Office
Room 203, Provincial Building
4920 - 51 Street
Red Deer, Alberta T4N 6K8
Phone: 403-340-5165

Calgary
900 Barclay Centre
444 - 7 Avenue SW
Calgary, Alberta T2P 0X8
Phone: 403-297-3364

SOUTHERN ALBERTA

Lethbridge Office
500 Provincial Building
740 - 4 Avenue S
Lethbridge, Alberta T1J 0N9
Phone: 403-381-5648

Medicine Hat Office
Room 107, Provincial Building
346 - 3 Street SE
Medicine Hat, Alberta T1A 0G7
Phone: 403-529-3744

In all other areas of the province, call the Government of Alberta Contact Centre at 310-0000 to be connected toll-free.

Alberta's Health and Seniors Advocates

Seniors Advocate

The Seniors Advocate supports seniors and their families by:

- Providing education about the interests and needs of seniors, including: elder abuse, aging in place, age friendly communities, older workers and ageism;
- Providing information and referrals for seniors and their families to government-funded health, continuing care, and social programs and services;
- Engaging with seniors and families about issues that are important to seniors;
- Requesting the inspection of provincial facilities, including: supportive living accommodation, long-term care accommodation, auxiliary hospital, nursing home or any place under Alberta Health Services jurisdiction;
- Referring seniors and their families to appropriate programs, services and government or community resources.

Health Advocate

The Health Advocate and Mental Health Patient Advocate report to government activities and health related issues that concern Albertans. The Health Advocate promotes self-advocacy and supports Albertans in dealing with their concerns about health services by:

- Listening to concerns of Albertans and supporting them in finding ways to resolve them;
- Providing education about the Alberta Health Charter;
- Referring Albertans to the appropriate complaints resolution process;
- Reviewing or investigating complaints under the *Alberta Health Act*;
- Providing information about health care services and programs.

Mental Health Patient Advocate

The Mental Health Patient Advocate helps people who are or have been detained in hospital under admission or renewal certificates and people under community treatment orders, and those acting on their behalf, to understand and exercise their rights. The Mental Health Patient Advocate may investigate complaints or refer the complainant to another body that can assist.

For more information, all three advocates can be reached at:
Edmonton area: 780-422-1812
Toll-free anywhere in Alberta: Dial 310-0000 and then the number
Website: www.albertahealthadvocates.ca

Advance Care Planning

Advance care planning is a way to help you think about, talk about and document your wishes for health care. It is a process that can assist you in making health care decisions now and for in the future. If there is a time when you are unable to speak for yourself, it is important that your loved ones and your health care team understand your wishes for health care. It is important to begin advance care planning conversations before you face a crisis or become seriously ill.

In Alberta, one way to document your advance care planning wishes is in a personal directive. A personal directive is a legal document that allows you to choose someone you trust to make personal decisions on your behalf and leave them some guidance for use, in the future, if you lose your ability to make your own health care decisions because of illness or injury (see page 18).

Goals of care designations are used by your health care providers to describe the general aims of your health care and the preferred location of that care. In a medical emergency, your goals of care designation guides your health care team to provide timely care that best reflects your health condition, the treatments that will be of benefit to you, and your own wishes and values. The goals of care designation order is documented on an Alberta Health Services form by your physician or nurse practitioner and is recognized by all healthcare services.

For more information about advance care planning, talk to your healthcare provider or visit www.conversationsmatter.ca

Utilities Consumer Advocate

The Utilities Consumer Advocate (UCA) represents the interests of Alberta's residential, farm, and small business electricity and natural gas consumers. The UCA works to ensure consumers have the information, representation, and protection they need to help them make informed choices in Alberta's deregulated electricity and natural gas markets.

The UCA's mediation team is available to answer consumer's questions and provide detailed advice and information about the electricity and natural gas industry. Common topics include contracts, billing and distribution fees.

When consumers have exhausted known avenues of issue resolution, the UCA will investigate and mediate concerns with utility companies.

Contact the UCA:
In Alberta: 310-4UCA (310-4822)
Outside of Alberta: 780-644-5130
Email: UCAhelps@gov.ab.ca
Address: Suite 1701, TD Tower,
10088 - 102 Avenue NW
Edmonton, Alberta T5J 2Z1
www.ucahelps.alberta.ca

HEALTH SERVICES

Alberta Health Care Insurance Plan

Eligibility

You must be registered for Alberta Health Care Insurance Plan (AHCIP) coverage to receive insured hospital and physician services.

Coverage is provided to eligible residents of Alberta who meet the following criteria:

» Legally entitled to be or to remain in Canada and makes his/her permanent home in Alberta;

» Committed to being physically present in Alberta for at least 183 days in a 12-month period;

» Not claiming residency or obtaining benefits under a claim of residency in another province, territory or country;

» Any other person deemed by the regulations to be a resident not including a tourist, transient or visitor to Alberta.

Detailed information on applying for AHCIP coverage is available on the Alberta Health website at www.health.alberta.ca

Basic coverage includes:

» full coverage for medically necessary insured services provided by physicians according to the Schedule of Medical Benefits;

» medically necessary oral and maxillofacial surgical procedures and some specific dental procedures performed by an oral surgeon or dentist according to the Schedule of Oral and Maxillofacial Surgery Benefits;

» some foot care services if provided in Alberta by a podiatrist. Benefits are limited for each service and payable according to the Schedule of Podiatry Benefits to a maximum payable per benefit year* of $250 (check with podiatrist prior to treatment);

» a podiatric surgery program that provides full coverage for medically necessary services provided by a podiatric surgeon in an Alberta hospital or non-hospital surgical facility under contract with Alberta Health Services according to the Schedule of Podiatric Surgery Benefits;

» some optometry services, if provided in Alberta. Benefits are limited to one complete exam, one partial exam and one diagnostic procedure per benefit year*;

» an operator's licence medical examination for people 74.5 years of age and over;

» Some publicly funded physiotherapy services are provided through Alberta Health Services Ambulatory Community Physiotherapy program. The physiotherapist determines the number of treatments to be publicly funded based on the client's presenting condition or injury.

For more information about coverage for hospital services, please contact Alberta Health Services through Health Link by dialing 811 from anywhere in Alberta.

** The benefit year for the Alberta Health Care Insurance Plan is from July 1 to June 30.*

Uninsured Services

The AHCIP provides full coverage for medically necessary insured services provided by physicians. However, uninsured services, such as the copying and transfer of medical records from one physician to another, are not covered. You can expect to pay the full fee for uninsured services and must be informed of this by your physician before the service is provided.

» The AHCIP is not a dental plan and does not cover services such as office visits, X-rays, splints, models, orthodontic treatments, dentures and other dental services.

» Podiatrists may bill residents an amount in addition to the amount payable by the AHCIP.

» Patients are also responsible for the full cost of any uninsured services, including medical and surgical appliances, supplies and facility fees when provided in a podiatrist's clinic. Some services not covered by the AHCIP may be covered by other government sponsored or private supplementary health insurance.

Hospital Services

Alberta Health provides funding to Alberta Health Services for in-patient and outpatient hospital services. These services are not funded if obtained in a private facility. When you are admitted to an acute care hospital in Alberta for insured services, you will receive standard ward care, meals, nursing and other services while you are a patient in the hospital.

If you request a private or semi-private hospital room, a room charge may be applied by the hospital, unless a physician indicates it is medically required. You may be able to purchase coverage for these charges from some private insurers. See page 35 for information on private health insurers.

For more information about coverage for hospital services, please contact Alberta Health Services through Health Link by dialing 811 from anywhere in Alberta.

Temporary absence from Alberta

Individuals must be physically present in Alberta for at least 183 days in a 12-month period to remain eligible for coverage from the AHCIP.

For details on basic coverage and services covered outside Alberta, contact Alberta Health.

Recurring absence from Alberta

You may remain eligible for AHCIP coverage if, on a recurring basis, you are absent from Alberta for up to 212 days in a 12-month period for the purpose of vacation.

» Contact Alberta Health before you leave to ensure your coverage under the AHCIP remains current. Alberta Health covers only some limited physician and hospital expenses outside Alberta. It is strongly recommended that Alberta residents carry private supplementary insurance when travelling outside of Alberta to cover unforeseen emergency care and transportation, as these costs may be significant.

For details on temporary absence and extensions of coverage and services covered outside of Alberta, contact Alberta Health:

BY MAIL
Alberta Health
Box 1360 Stn Main
Edmonton, Alberta T5J 2N3

BY TELEPHONE
Edmonton: 780-427-1432
Outside the Edmonton area, call the Government of Alberta Contact Centre at 310-0000 to be connected toll-free.

WEBSITE
www.health.alberta.ca

Dental and Optical Assistance for Seniors

Dental Assistance for Seniors

The Dental Assistance for Seniors Program provides basic dental coverage to a maximum of $5,000 per eligible senior, every five years.

Optical Assistance for Seniors

The Optical Assistance for Seniors Program provides assistance of up to $230 per eligible senior, towards the purchase of prescription eyeglasses every three years. Please see page 3 for program details.

Alberta Aids to Daily Living (AADL)

The Government of Alberta offers the Alberta Aids to Daily Living (AADL) program to assist Albertans with a long-term disability, chronic illness or terminal illness to maintain independence by providing basic medical equipment and supplies to meet their clinically assessed needs.

You may be eligible for AADL benefits if you meet the following criteria:

- are an Alberta resident;
- have a valid Alberta Personal Health Number; and
- require benefits due to a long-term disability, chronic illness or terminal illness. Long-term and chronic are defined as six months or longer.

An assessment by an AADL authorizer or specialty assessor determines the clinical need for medical equipment and supplies that an Albertan may be eligible for through this program. This may be a nurse, physical therapist, occupational therapist, respiratory therapist, audiologist or other health care professional who may work in a community health care centre, hospital, long-term care centre, home care program or private practice.

Please contact Alberta Health Services to locate an AADL authorizer and consult the vendor lists on the AADL website to locate an AADL specialty assessor.

Note: Medical doctors are not authorizers and do not determine eligibility. However, certain benefits require a doctor's prescription.

How does the program work?
AADL is a cost-share program. You pay 25 per cent of the cost of program benefits to a maximum of $500 per individual/family, per benefit year (July 1 to June 30).

If you choose an upgraded item, you are also responsible for paying any additional amount.

Low-income Albertans, below qualifying income thresholds, are exempt from cost-sharing. Your authorizer or local community health care centre will have a cost-sharing exemption application for you to complete and submit to the address on the form.

If you are exempt from cost-sharing, your authorizer and vendor will be notified through the AADL system. If you choose an upgraded item, you are responsible for paying any additional costs regardless of cost-share status.

What is covered?
Only certain medical equipment and supplies are provided. You must be assessed and authorized for AADL benefits before you receive them. AADL cannot refund clients who purchase their own medical equipment and supplies before being assessed and authorized for equipment and supplies. Equipment and supplies must be purchased from an AADL approved vendor within the province of Alberta, unless otherwise specified.

The program does not provide coverage for canes, reachers, foot orthotics, eyeglasses, prescription drugs, dental care or dentures.

Hearing Aids

Hearing aids are provided to seniors and their dependants through AADL registered suppliers only, and cost-sharing applies. When visiting a hearing aid supplier, ensure that they are registered with AADL as a vendor.

For more information about registered vendors, contact:
Alberta Aids to Daily Living
Toll-free anywhere in Alberta: 1-877-644-9992
Edmonton: 780-644-9992
Website: http://www.health.alberta.ca/services/aids-to-daily-living.html

Benefit information:

» If you are a cost-share client, AADL contributes $900 towards one hearing aid only. If you are exempt from cost sharing, AADL will contribute up to $1,200 per affected ear. This amount does not include upgrades. If a more expensive hearing aid is purchased, you are responsible for the difference.

» With prior approval, AADL will provide a personal listening device instead of a hearing aid.

» Replacement of batteries is at your own cost.

» AADL will assist with the invoice cost of factory repairs for the hearing aid once per benefit year after the original purchase warranty expires.

» Minor servicing and additional fees charged by the hearing aid practitioner are at your own cost.

Medical / Surgical Supplies, Prosthetics, Orthotics, Footwear, Mobility and Respiratory Equipment

An AADL authorizer or specialty supplier must assess your need for equipment and supplies and complete an authorization form. Some items may require a physician's prescription.

Program authorizers or specialty suppliers have complete lists of all items provided through AADL. You may also find this information at www.health.alberta.ca/services/AADL-program-manual.html. A maximum number of benefits are available each year.

For details on specific supplies and equipment, covered by AADL, contact Alberta Health Services or:
Alberta Aids to Daily Living
10th Floor, Milner Building
10040 - 104 Street
Edmonton, Alberta T5J 0Z2
Toll-free anywhere in Alberta: 1-877-644-9992
Edmonton: 780-644-9992
Website: http://www.health.alberta.ca/services/aids-to-daily-living.html

Alberta Blue Cross

Coverage for Seniors

Alberta Health provides premium-free coverage for health-related services not covered by the Alberta Health Care Insurance Plan through Alberta Blue Cross Coverage for Seniors. This coverage is available to all Albertans 65 years of age and older and their eligible dependants. Coverage for Seniors starts the first month after you turn 65.

Once you are registered with Alberta Health and your date of birth has been validated, you will be sent an Alberta Blue Cross card. To receive services, you must show your card.

Coverage for Seniors uses the same benefit year as Alberta Health – July 1 to June 30.

Ambulance Services

Ambulance services refer to transportation to or from a public or general, active treatment hospital. You must be ill or injured and transported in a ground vehicle licensed under the *Ambulance Services Act.* Coverage for Seniors will pay up to the maximum rate set by Alberta Health.

Note: Inter-facility transfers are not covered under Alberta Blue Cross Coverage for Seniors. Inter-facility transfers are covered by Alberta Health Services.

Prescription Drugs

Alberta Health covers 70 per cent of the cost of prescription drugs listed in the Alberta Drug Benefit List. You pay the other 30 per cent, up to a maximum of $25 per prescription or refill. The pharmacy bills Alberta Blue Cross directly.

Note: If an interchangeable or generic drug product is available, Coverage for Seniors will pay the least-cost alternative price.

Purchase only the medicine you need, in quantities you will use. The maximum prescription quantity is a 100-day supply. It is best to be stabilized on the drug dose before getting this quantity. A pharmacist cannot dispense a larger quantity without pre-authorization from Alberta Blue Cross. If you plan to travel outside Alberta and need medication for more than 100 days, talk to your pharmacist at least two weeks before your departure. This will give your pharmacist enough time to obtain authorization.

Coverage for Seniors also provides coverage for services received in other parts of Canada or outside the country. You may be asked to pay for these services at the time they are provided. To be reimbursed, send Alberta Blue Cross a completed and signed Alberta Blue Cross health claim form, with receipts attached. Benefits for services received out-of-country are paid in Canadian funds according to approved Alberta benefit rates.

Diabetic Supplies

Coverage for Seniors provides diabetic supplies for insulin-treated diabetics only, up to a maximum of $600 per eligible person each benefit year for diabetic supplies purchased from a licensed pharmacy. Diabetic supplies include needles, syringes, lancets and blood glucose and urine testing strips.

Chiropractic Services

Up to $25, per visit to a maximum of $200, per person each benefit year, for services provided by a chiropractor who is lawfully entitled to practice.

Clinical Psychological Services

Up to $60 per visit, to a maximum of $300 per family each benefit year, for treatment of mental or emotional illness by a registered chartered psychologist.

Home Nursing Care

Coverage up to $200, per family each benefit year, for nursing care provided in the patient's home by written order of a physician. Home nursing care must be provided by a registered nurse or licensed practical nurse who is not a relative of the patient.

For more information about Alberta Blue Cross, visit www.ab.bluecross.ca or contact your nearest Alberta Blue Cross Office.

ALBERTA BLUE CROSS OFFICES

Calgary
Main Floor
715 - 5 Avenue SW
Calgary, Alberta T2P 2X6
Phone: 403-234-9666

Edmonton
Blue Cross Place
10009 - 108 Street NW
Edmonton, Alberta T5J 3C5
Phone: 780-498-8000

Grande Prairie
108, 10126 - 120 Avenue
Grande Prairie, Alberta T8V 8H9
Phone: 780-532-3505

Lethbridge
470 Chancery Court
220 - 4 Street S
Lethbridge, Alberta T1J 4J7
Phone: 403-328-1785

Medicine Hat
95 Carry Drive Plaza
105 Carry Drive SE
Medicine Hat, Alberta T1B 3M6
Phone: 403-529-5553
1-800-394-1965 (Individual plans)

Red Deer
103 Elements at Rivers Edge
5002 55 Street
Red Deer, Alberta T4N 7A4
Phone: 403-343-7009

People living outside these areas can call toll-free: 1-800-661-6995 (Customer services)

Continuing Care Services

Alberta's continuing care system provides Albertans with the health, personal care and accommodation services they need to support their independence and quality of life.

Continuing care services are provided in three streams:

- home living;
- supportive living; and
- facility living.

Each stream can provide clients with a broad range of health and personal care, accommodation and hospitality services. In addition, Alberta Health Services may be able to offer various models of care within these streams, including group homes, special centres for individuals with dementia, transitional living settings and various types of seniors' day programs. Individuals who receive publicly-funded health services through Alberta Health Services will undergo a needs assessment to determine their care and service needs.

Home Living / Home Care Services

The home living stream is designed to support individuals living in their own homes, apartments, condominiums or other independent living options that require care.

Alberta Health Services is responsible for assessing clients and providing the home care services necessary to meet the unmet needs of individuals, of all ages who have varying degrees of short and long-term illness and/or disability.

Individuals can access home care services through self-referral or a referral made by friends, family, health care providers or other community agencies acting on their behalf.

Assessed home care services provided at no charge include professional case management, professional health care, personal care, caregiver support and respite care. Client charges may apply to assessed home and community support services.

Supportive Living

Supportive living combines accommodation services with other supports and care. Supportive living services are designed to assist individuals in maintaining a level of independence. Supportive living is not intended for individuals who have complex health care needs.

In addition to providing a place to live, services in supportive living accommodations can include meals, housekeeping and social activities. Supportive living residents may receive home care services.

In order to access some supportive living options, individuals may need to undergo an assessment by Alberta Health Services staff.

More information on supportive living is available online at:
Website: www.health.alberta.ca

Outside the Edmonton area, call the Government of Alberta Contact Centre at 310-0000 to be connected toll-free.

Alberta Senior Citizens' Housing Association (ASCHA)
Phone: 780-439-6473
Website: www.ascha.com

Calgary
Kerby Centre
Phone: 403-265-0661
Website: www.kerbycentre.com

Edmonton
Seniors Association of Greater Edmonton (SAGE)
Phone: 780-423-5510
Website: www.mysage.ca

Facility living / long-term care centres

Long-term care facilities provide support to individuals who require 24-hour nursing support to meet medical needs associated with chronic disease or frailty. As part of the continuing care system, long-term care facility living provides room and board in a secure living arrangement along with personal care and support with activities of daily living.

All long-term care facilities across Alberta are operated by or under contract to Alberta Health Services. Some facilities may be stand-alone buildings, while some may be in sites where a range of services are provided.

Health services provided in long-term care facilities are publicly funded under the following conditions:

» you must be eligible for registration with the Alberta Health Care Insurance Plan;
» you must have lived in Alberta for three consecutive years at any time previously; or
» you must have lived in Alberta for one year immediately prior to applying; and
» you must have been a resident of Canada for 10 years or more.

Residents of long-term care facilities do not pay for:

» prescription drugs as prescribed by a physician or ambulance services when the transfer is to or from a hospital.

Individuals living in long-term care facilities are responsible for paying accommodation charges for housing and hospitality services. Charges may vary according to the type of room. Charges change periodically.

The rates as of July 1, 2016 are:

» $52.65/day for standard accommodation (three or four beds in one room)
» $55.45/day for semi-private accommodation (two individuals in one room)
» $64.10/day for private accommodation

Low-income seniors may be eligible for financial assistance through the Alberta Seniors Benefit program.

For information, call 1-877-644-9992 or visit www.seniors-housing.gov.ab.ca

A person's need for long-term care facility services is assessed by a health care professional from Alberta Health Services. Anyone can request an assessment. Once a request is made, a case manager will meet with the person and discuss the situation. If a long-term care facility is determined to be the best support to meet the identified needs, Alberta Health Services staff will work with the case manager, the individual and family to find the site that would best meet client's needs. Alberta Health Services goal is to make sure individuals get the right services in the right place in a timely manner.

For more information about long-term care accommodations, contact Alberta Health Services.

Alberta Health Services

For information on the locations and the range of programs and services available, contact Alberta Health Services.

South Zone
110 200 - 4 Avenue SW,
Lethbridge, Alberta T1J 4E1
403-388-6009 or 403-388-6391, Or,

666 - 5 Street SW
Medicine Hat, Alberta T1A 4H6
403-529-8000

Calgary Zone
10101 Southport Road SW
Calgary, Alberta T2W 3N2
403-943-1111

Central Zone
43 Michener Bend
Red Deer, Alberta T4P 0H6
403-341-8622
Toll Free 1-800-752-8957

Edmonton Zone
1J2 Walter Mackenzie Centre
8440 - 112 Street NW
Edmonton, Alberta T4V 1Y8
780-407-8822

North Zone
9732 - 100 Avenue
Westlock, Alberta T7P 2G3
780-349-8705

Or visit https://myhealth.alberta.ca

Health Link Alberta

Health Link Alberta is a toll-free telephone advice and health information service answered by registered nurses, 24 hours a day, seven days a week. You can call Health Link from anywhere in the province by dialing 811.

Day Support Programs and Day Hospitals

Day support programs are group programs that individuals may attend on a daily basis. They are intended as an alternative to admission to an acute care hospital or long-term care facility for people who are frail and/or disabled, and those who need health maintenance, rehabilitation and social or recreational activities.

The programs take place in a variety of settings. To find out if there is a day support program or a day hospital in your community, contact Alberta Health Services.

Geriatric Assessment and Rehabilitation Programs

Specialized geriatric assessment and rehabilitation programs are offered in several communities. For information, contact Alberta Health Services. See page 33 for contact information.

Mental Health Services

A variety of mental health services are available to Albertans of all ages. These include mental health information and education, assessment, counselling, treatment and follow-up services.

For more information, contact Alberta Health Services or the Alberta Mental Health Help Line at 1-877-303-2642.

Public Health Services

Public health services are available to all Albertans through Alberta Health Services.

These may include:

» immunization against diseases such as influenza;
» health education and counselling;
» nutrition education;
» dental hygiene education;
» sexual health education and counselling; and
» speech-language pathology services.

Information, phone numbers and addresses for public health services in your area are available by contacting Alberta Health Services (page 33).

Private Health Insurers

Private health insurance companies offer health benefit plans to complement seniors health benefits sponsored by the Government of Alberta. These insurance plans offer a range of benefits.

For more information, contact the Canadian Life and Health Insurance Association toll-free at 1-800-268-8099 or visit their website at https://www.clhia.ca.

COMMUNITY AGENCIES

Funding Opportunities

Provincial Grants

Every day, non-profit and charitable organizations in Alberta help to make a positive difference for many people. The Alberta Lottery Fund enhances quality of life by reinvesting gaming revenues in communities to support volunteer organizations and their community initiatives. The Government of Alberta has several grant programs and foundations that assist these groups in their efforts.

Funding may be available through:

Community Initiatives Program
Toll-free: 1-800-642-3855

Community Facility Enhancement Program
Toll-free: 1-800-642-3855

Alberta Historical Resources Foundation
Edmonton: 780-431-2305

Alberta Foundation for the Arts
Edmonton: 780-427-9968

For more information about these and other available grant programs, go to:
www.culture.alberta.ca/grantprograms

In other areas of the province, call the Government of Alberta Contact Centre at 310-0000 to be connected toll-free.

Federal Grants

New Horizons for Seniors Program
The New Horizons for Seniors Program is a federal grants and contributions program that supports projects led or inspired by seniors who want to make a difference in the lives of others and in their communities.

For more information, contact:
1-800-O-Canada (1-800-622-6232)
TTY: 1-800-926-9105
Website: www.canada.ca

Family and Community Support Services (FCSS)

Under Family and Community Support Services (FCSS), communities design and deliver social programs that promote and enhance well-being among individuals, families and communities. These provincial/municipal/Métis Settlement programs are available in most parts of Alberta and provide information, funding and assistance with the development of community-based preventive social programs, including services for senior citizens.

In some communities, FCSS assists seniors by offering home support services, information and referral, and outreach programs. For information, contact the FCSS or Community Services office listed in your local telephone directory.

Meals on Wheels

Meals on Wheels is a non-profit organization that provides home delivered, low-cost meals to seniors, shut-ins and those with mental or physical disabilities. These services are available in many areas of Alberta. For information about Meals on Wheels, refer to your local telephone directory or contact Alberta Health Link by dialling 811 or 1-866-408-LINK (5465).

Money Mentors

Money Mentors is the only Alberta-based, not-for-profit credit counselling agency. Through a number of services, help is provided to families and individuals to recover from financial crisis and move forward. Services offered include credit counselling, money coaching, retirement planning and financial literacy.

To learn more or to book your free Financial Needs Assessment, please call 1-888-294-0076 or visit the website at www.moneymentors.ca

PROTECTING YOU AND YOUR INFORMATION

Privacy Legislation

Personal information that you provide to the Government of Alberta, or any public body, is managed in accordance with the *Freedom of Information and Protection of Privacy (FOIP) Act.*

The FOIP Act strikes a balance between the public's right to know and the individual's right to privacy, as those rights related to information held by public bodies in Alberta.

The FOIP Act gives you the right to access information about you. If you wish to make a request for a copy of your personal information, send your request in writing to the appropriate public body.

FOIP contact information is located at http://www.servicealberta.ca/foip/find-a-foip-office.cfm. A FOIP request form can be found at http://www.servicealberta.ca/foip/resources/forms.cfm.

The *Health Information Act* (HIA) protects health information held by custodians and the *Personal Information Protection Act* (PIPA) protects personal information held by private sector organizations.

For general inquiries:
FOIP Help Desk at 780-427-5848 or foiphelpdesk@gov.ab.ca
HIA Help Desk at 780-427-8089 or hiahelpdesk@gov.ab.ca
PIPA Information Line at 780-644-7472 or pspinfo@gov.ab.ca

If you have concerns about how a public body is handling your personal information, you have the right to request a review with the Office of the Information and Privacy Commissioner and information is available at www.oipc.ab.ca.

Elder Abuse

Elder abuse is any action or inaction by self or others that jeopardizes the health or well-being of any older adult. Elder abuse can take several forms, including: physical, emotional, financial, sexual, medication abuse or neglect. It may include the infliction of physical injury, restraint, exploitation, threats, ridicule, humiliation, forced isolation, or forced change in living arrangements. Elder abuse may also include neglect; that is, the refusal or failure to care for an older person whether intentional or unintentional.

The following is a list of resources you can call if you are a senior experiencing abuse or you know a senior that may be being abused.

NOTE: If you suspect a crime has been committed or that someone is in immediate danger call your local police or RCMP.

Alberta Family Violence Info Line
24-hour Toll-free 310-1818
Service provided in more than 170 languages.

Calgary Elder Abuse Resource Line
Phone: 403-705-3250 (24 hours)

Edmonton Seniors Abuse Help Line
Phone: 780-454-8888 (24 hours)

Grande Prairie-Seniors Outreach Information and Resources
Phone: 780-539-6255

Lethbridge Elder Abuse Response Network
Phone: 403-394-0306 (ext 25)

Medicine Hat Community Response to Abuse and Neglect of Elders (CRANE)
Phone: 403-529-4798 (24 hours)

Red Deer Helping Elder Abuse Reduction (HEAR)
24-hour Seniors Abuse Resource Information Line
Phone: 403-346-6076 (local)
Toll-free 1-877-454-2580

St. Albert Stop Abuse in Families (SAIF)
Phone: 780-460-2195

Strathcona County Elder Abuse Line
Phone: 780-464-7233 (24 hours)

Camrose Family Violence Action Society
Phone: 780-672-0141

EMERGENCY SHELTERS

Calgary - Kerby Rotary House
Phone: 403-265-0661

Edmonton - Seniors Safe house
Phone: 780-702-1520

Alberta Elder Abuse Awareness Network (AEAAN)
The Alberta Elder Abuse Awareness Network is a provincewide network of professionals dedicated to preventing elder abuse by increasing community awareness around elder abuse and the resources available to address it.

More information about the Alberta Elder Abuse Awareness Network is available at www.albertaelderabuse.ca or www.seniors-housing.gov.ab.ca.

Health Link Alberta
Dial 811 or 1-866-408-5465 (24 hours)
Provides telephone advice and information on health related topics.

Protection for Persons in Care

The Protection for Persons in Care office addresses reports of abuse and administers the *Protection for Persons in Care Act*. This act promotes the safety and well-being of adult Albertans who receive care or support services from publicly funded service providers. The act requires that all service providers protect clients from abuse and maintain a reasonable level of safety. The act also requires that all abuse be reported. A complaints officer reviews every allegation reported to Protection for Persons in Care.

The Protection for Persons in Care office responds to reports of abuse of adults receiving care or support services from publicly funded service providers, including, hospitals, seniors' lodges, nursing homes, mental health facilities, shelters and other supportive living settings.

To report abuse, call the Information and Reporting Line at 1-888-357-9339

8:15 a.m. – 4:30 p.m., Monday to Friday.

For more information, call the number above or visit http://www.health.alberta.ca/services/protection-persons-care.html

Continuing Care Health Services Standards

The Continuing Care Health Services Standards apply to all publicly-funded continuing care health services regardless of whether they are provided directly by, or under contract to, Alberta Health Services.

Alberta Health is responsible for ensuring that health service standards are met. These standards apply where publicly funded health care is provided, namely by home care providers and facility operators.

If you have concerns about the quality of health services provided through home care or in a publicly funded long-term care facility, raise them first with the provider and Alberta Health Services. See page 33 for contact information.

For more information on the health service standards and their enforcement, contact:
Alberta Health
Attn: Standards Compliance and Licensing Branch
PO 1360, Station Main
Edmonton, Alberta T5J 2N3
Phone: 780-644-8428

In all other areas, call the Government of Alberta Contact Centre at 310-0000 to be connected toll-free.

Website: www.health.alberta.ca
Email: ASAL@gov.ab.ca

Supportive Living and Long-Term Care Accommodation Standards

The Government of Alberta ensures that supportive living and long-term care facilities meet accommodation standards set by the government. These standards cover services like meals, housekeeping and building maintenance and help to ensure that quality accommodation and related services are being provided to residents throughout the province. Supportive living accommodations are licensed and long-term care facilities are monitored for their compliance with the standards.

Supportive Living and Long-Term Care Public Reporting

The Government of Alberta has an online public reporting site for Albertans to use to see how individual supportive living and long-term care accommodations comply with the accommodation standards.

The public reporting site provides current information on each supportive living and long-term care accommodation, including:

» location and contact details;
» compliance with accommodation standards;
» supportive living licence status – accommodations with a full licence have complied with all accommodation standards. Accommodations with a conditional licence have a compliance action plan in place to meet all accommodation standards by a specified date; and
» verified complaints listed for three months after have they have been resolved.

For more information about the public reporting site or the supportive living accommodation standards and licensing, contact:
Standards Compliance and Licensing Branch
PO 1360, Station Main
Edmonton Alberta T5J 2N3
Phone: 780-644-8428
Email: ASAL@gov.ab.ca
Website: www.health.alberta.ca
Public reporting site: http://standardsandlicensing.alberta.ca

In all other areas, call the Government of Alberta Contact Centre at 310-0000 to be connected toll-free. If you have concerns about the quality of accommodations in supportive living or long-term care facility, raise them first with the provider. If you are not satisfied, you can contact the accommodation complaint line toll-free at 1-888-357-9339.

If you have a question or concern about the fairness of how your complaint was addressed, you can contact the Alberta Ombudsman — see page 16.

Alberta Human Rights Commission

The Alberta Human Rights Commission administers the *Alberta Human Rights Act*, which protects people in Alberta from discrimination. The commission provides free, confidential information, a complaint resolution service, and education programs and services that educate and engage Albertans and Alberta organizations on human rights, diversity, and rights and responsibilities under Alberta's human rights law.

For more information, contact:
Alberta Human Rights Commission
Edmonton Confidential Inquiry Line: 780-427-7661
Calgary Confidential Inquiry Line: 403-297-6571
To call toll-free in Alberta, dial 310-0000 and then enter the area code and phone number.
Email: humanrights@gov.ab.ca
Website: www.albertahumanrights.ab.ca

TDD/TTY Service
Edmonton: 780-427-1597
Calgary: 403-297-5639
Toll-free: 1-800-232-7215

Service Alberta

Service Alberta provides advice, tip sheets and information about a wide range of topics including:

» Fraud awareness
» Consumer information
» Landlord and tenants
» Driving and vehicles
» Birth/death /marriage certificates
» Land titles

For more information, visit www.servicealberta.ca or call Service Alberta Contact Centre:
Edmonton: 780-427-4088
Toll-free: 1-877-427-4088

Alberta Securities Commission

The Alberta Securities Commission (ASC) provides free, impartial information on investing and how to help you protect your money from investment fraud. You can call the ASC or visit the website to check out an individual or firm offering you an investment, such as whether they are registered and if they have any disciplinary history. You can also contact the ASC to make a complaint against an individual or company if you think you have been a victim of investment fraud, or approached with an investment opportunity that may be fraudulent.

You can also request free information on the following topics and more:

» Investments
» Recognizing frauds and scams
» Cold calls/ Boiler room scams
» Internet scams
» Investing basics
» Investment ads
» Investment seminars
» Choosing and working with a financial advisor

For more information, contact the ASC:
Alberta Securities Commission
Toll-free: 1-877-355-4488
Email: inquiries@asc.ca
www.albertasecurities.com or
www.checkfirst.ca

TRANSPORTATION

Bus Passes

Communities may offer people who are 65 years of age and over a bus pass at a reduced cost. You must supply proof of age when applying and may be asked to supply income information.

For information about public transportation and bus passes, contact your municipality.

Seniors Driving Services

Many communities offer driving services for seniors. Volunteers will drive seniors to destinations such as doctor appointments, shopping centres or social outings. There is often a minimal fee. Private services are also often available. For more information about seniors driving services, contact your local information centre (see pages 50-51) or the Family and Community Support Services office listed in your telephone directory.

Alberta Transportation

The Driver Fitness and Monitoring Section of Alberta Transportation is responsible for making decisions relating to a person's medical and/or physical fitness to drive. Medical reports are required when you renew an operator's licence at age 75, 80 and every two years after. The Alberta Health Care Insurance Plan will pay for medical exams for motor vehicle operators who are 74 years and six months of age and over.

For more information about transportation items of interest contact:
Alberta Transportation
Driver Fitness and Monitoring
Main Floor, 4999 - 98 Avenue NW
Edmonton, Alberta T6B 2X3
Phone: 780-427-8230
Website: www.transportation.alberta.ca

In all other areas of the province, call the Government of Alberta Call Centre at 310-0000 to be connected toll-free.

Alberta Motor Association: Driving Angel Program

The Alberta Motor Association's Driving Angel program works with communities to recognize and thank volunteer drivers. These volunteers provide transportation to seniors who may otherwise have difficulty getting to appointments, to buy groceries or to visit a friend.

This program also recognizes excellent customer service to seniors by other transportation providers such as taxi or bus drivers and other driving services.

For more information on this program, or to nominate a Driving Angel, visit:
www.ama.ab.ca/AgingDrivers.

Alberta Motor Association
Aging Drivers and Senior's Transportation
Advocacy and Community Services
Phone: 780-430-4856
Website: www.ama.ab.ca/AgingDrivers

Parking Placards for Persons with Disabilities

Persons who cannot walk 50 metres can apply for a parking placard or a disabled licence plate. This service is provided through Alberta registry agents. For information about applying for a placard, check your Yellow Pages under licence and registry services or online at www.servicealberta.gov.ab.ca.

For more information, contact a motor vehicle specialist at the Government of Alberta Contact Centre by dialing 310-0000 and entering 780-427-7013.

CONGRATULATORY MESSAGES FOR SENIORS

Message from the Queen

Messages may be requested for 60th wedding anniversaries and 100th birthdays and then every five years after. If no message was previously received, a request may be sent for a 61st anniversary or a 101st birthday. A copy of a marriage certificate, birth certificate or other supporting document must accompany each request. Supporting documents include your Old Age Security number, a dated newspaper clipping acknowledging a previous anniversary (50th), or a letter from a parish minister, rabbi or priest certifying the date of the wedding or birth.

For contact information, see Message from the Governor General of Canada.

Message from the Governor General of Canada

Messages may be requested for 50th wedding anniversaries and 90th birthdays, and then every five years after. If no message was previously received, a request may be sent for a 51st anniversary or a 91st birthday.

Ensure your request is provided to the Governor General's office at least eight weeks before the occasion. For more information contact:

Your Member of Parliament (MP)

Or

Office of the Secretary to the Governor General
Anniversaries Section
Rideau Hall
1 Sussex Drive
Ottawa, Ontario K1A 0A1
Phone: 1-613-993-2913
Fax: 1-613-990-7636
Email: anniv@gg.ca
Website: http://archive.gg.ca/gg/02/index_e.asp

Message from the Prime Minister of Canada

On request, the Prime Minister sends congratulatory letters and certificates to Canadians celebrating a significant birthday or wedding anniversary.

Congratulatory letters are available for:

- 25th, 30th, 35th, 40th and 45th wedding anniversaries
- 65th and 70th birthdays

Congratulatory certificates are available for:

- 50th wedding anniversaries and up
- 75th birthdays and up

To request a certificate or letter from the Prime Minister, ensure your request is provided to the Prime Minister's office at least six weeks prior to the special date.

For more information contact:
Congratulatory Messages
Office of the Prime Minister
Room 105, Langevin Block
Ottawa, Ontario K1A 0A2
Phone: 1-613-941-6880
Fax: 1-613-941-6901
Email: pm@pm.gc.ca
Website: http://pm.gc.ca/

Message from the Premier of Alberta

A scroll may be requested for a 75th birthday and every five years after to age 95; and may be requested yearly after age 95. A scroll may be requested for a 25th wedding anniversary and every five years after, and every year after the 65th wedding anniversary.

To request a scroll or letter from the Premier, ensure your request is provided to the Premier's office at least five weeks before the special birthday or anniversary. For more information, contact:

Your Member of the Legislative Assembly (MLA),

Or

Office of the Premier of Alberta
Room 307, Legislature Building
10800 - 97 Avenue NW
Edmonton, Alberta T5K 2B7
Phone: 780-427-2251
Fax: 780-427-1349
Email: premier@gov.ab.ca
Website: http://www.alberta.ca/premier-connect.cfm

GENERAL INFORMATION

Birth, Marriage and Death Certificates

If you require a birth, marriage or death certificate, you may apply through a registry agent. You will be required to present identification and prove you are eligible to make the application.

For a list of registry agents in your area, refer to your Yellow Pages under *licence and registry services* or telephone:
Edmonton: 780-427-7013
In all other areas, call the Government of Alberta Contact Centre at 310-0000 to be connected toll-free.
Website: www.servicealberta.ca

Lawyer Referral Service

If you can afford to pay for a lawyer, but do not know of one who can help you, the Lawyer Referral Service of the Law Society of Alberta can provide you with the names of three lawyers. You receive the first half hour of discussion free of charge. During that time, you can discuss fees and decide whether you want to use the lawyer you have contacted.

For information, contact:
Lawyer Referral Service Office
Toll-free: 1-800-661-1095
Calgary: 403-228-1722

Local Information and Referral Centres

Many communities have local seniors information centres.

CALGARY

Kerby Centre
1133 - 7 Avenue SW
Calgary, Alberta T2P 1B2
Phone: 403-265-0661
Fax: 403-705-3211
Email: info@kerbycentre.com
Website: www.kerbycentre.com

Calgary Seniors' Resource Society
3639 - 26 Street NE
Calgary, Alberta T1Y 5E1
Phone: 403-266-6200
Fax: 403-269-5183
Website: www.calgaryseniors.org

CAMROSE

Service Options for Seniors
102, 4909A - 48 Street
Camrose, Alberta T4V 1L7
Phone: 780-672-4131
Fax: 780-679-0194
Toll free: 1-866-672-4131
Email: donna@camroseseniorsinfo.ca
Website: www.camroseseniorsinfo.ca

EDMONTON

SAGE — Seniors Association of Greater Edmonton
15 Sir Winston Churchill Square NW
Edmonton, Alberta T5J 2E5
Phone: 780-423-5510
Fax: 780-426-5175
Email: info@Mysage.ca
Website: www.mysage.ca

The Support Network — Edmonton's Crisis and Information Centre
400, 10025 - 106 Street NW
Edmonton, Alberta T5J 1G4
Phone: 211 or 780-482-INFO (4636)
Fax: 780-488-1495
Website: www.thesupportnetwork.com

GRANDE PRAIRIE

Grande Prairie and Area Council on Aging Seniors Outreach
102, 9905 - 101 Avenue
Grande Prairie, Alberta T8V 0X7
Phone: 780-539-6255
Fax: 780-538-1115
Website: www.gpcouncilonaging.com

LACOMBE

Family and Community Support Services
201, 5214 - 50 Avenue
Lacombe, Alberta T4L 0B6
Phone: 403-782-6637
Fax: 403-782-6639
Website: www.lacombefcss.net

LETHBRIDGE

Lethbridge Senior Citizens Organization
500 - 11 Street S
Lethbridge, Alberta T1J 4G7
Phone: 403-320-2222
Fax: 403-320-2762
Website: www.lethseniors.com

Nord-Bridge Senior Citizens Association
1904 - 13 Avenue N
Lethbridge, Alberta T1H 4W9
Phone: 403-329-3222
Fax: 403-329-8824
Email: friendly@nordbridgeseniors.com
Website: www.nordbridgeseniors.com

MEDICINE HAT

Strathcona Centre
1150 - 5 Street SE
Medicine Hat, Alberta T1A 8C7
Phone: 403-529-8307
Fax: 403-529-8369

Veiner Centre
225 Woodman Avenue SE
Medicine Hat, Alberta T1A 3H2
Phone: 403-529-8383
Fax: 403-529-8382
Email: veiner@medicinehat.ca
Website: www.medicinehat.ca/veiner

RED DEER

Golden Circle Senior Resource Centre
4620 - 47A Avenue
Red Deer, Alberta T4N 6C3
Phone: 403-343-6074
Fax: 403-343-7977
Email: info@goldencircle.ca
Website: www.goldencircle.ca

SHERWOOD PARK

Strathcona County Seniors Referral & Information Line
100 Ordze Avenue
Sherwood Park, Alberta T8B 1M6
Phone: 780-464-4265
Fax: 780-449-1354
Email: info@ivcstrathcona.org
Website: www.ivcstrathcona.org

ST. ALBERT

St. Albert Senior Citizens' Club
7 Tache Street
St. Albert, Alberta T8N 2S3
Phone: 780-459-0433
Fax: 780-459-9588
Email: info@stalbertseniorsclub.org
Website: www.stalbertseniorsclub.org

WAINWRIGHT

Wainwright & District Support Services
902 - 5 Avenue
Wainwright, Alberta T9W 1C7
Phone: 780-842-2555
Fax: 780-842-5783
Website: www.wdfcs.ca

Contact information for many local seniors centres can be found in the Directory of Seniors' Centres in Alberta. This publication is available on the website at www.seniors-housing.gov.ab.ca.

Taxes

General Information

Most types of income are taxable, including amounts paid to deceased individuals. Seniors may qualify for several federal and provincial tax credits within the tax system. Seniors eligible for the disability tax credit may also be eligible to claim additional medical expenses such as certain attendant care expenses.

For more specific information for seniors on taxes, visit the Canada Revenue Agency website at http://www.cra-arc.gc.ca/ seniors/ or phone the general inquiry line at 1-800-959-8281.

GST Credit

The Goods and Services Tax (GST) Credit is designed to offset the cost of the GST for individuals and families up to a certain income level.

To apply, you must file a tax return and complete the GST information section. If you are eligible, you will receive payments on the 5th of July, October, January and April. The credit is based on your net family income and if eligible, is paid to either you or your spouse/common law spouse, but not both.

For information about the GST Credit, contact the Canada Revenue Agency at:
Toll-free: 1-800-959-1953
Website: www.cra.gc.ca

Veterans

Veterans Affairs Canada

Canada offers a range of services and benefits to qualified veterans and certain civilians, as well as their dependants or survivors. Veterans Affairs Canada provides disability pensions for service-related injuries and economic support allowances. Additional benefits in the areas of health care, home help services, funeral and burial assistance and commemoration are also available.

For more information, contact:

CALGARY
Veterans Affairs Canada
Bantrel Tower
700 - 6 Avenue SW
Calgary, Alberta T2P 0T8

EDMONTON
Veterans Affairs Canada
940 Canada Place
9700 Jasper Avenue NW
Edmonton, Alberta T5J 4C3
Toll-free: 1-866-522-2122
Website: www.veterans.gc.ca

Last Post Fund

The Last Post Fund is dedicated to ensuring that no war veteran, military disability pensioner or civilian who meets wartime service eligibility criteria is denied a dignified funeral and burial due to lack of sufficient funds. The Last Post Fund also provides headstones for war veteran graves that have been unmarked for more than five years.

For more information, contact:
Last Post Fund
401 - 505 René-Lévesque W
Montreal, Quebec H2Z 1Y7
Toll-free: 1-888-465-7113
Website: www.lastpostfund.ca

Power of Attorney

Granting power of attorney gives another individual (called your attorney) the power to make decisions and act on your behalf. Power of attorney is voluntary and limited to matters of property and finance. Power of attorney does not allow someone to make personal or health decisions on your behalf.

For information on guardianship or personal directives, see pages 17-18.

Limited Versus General Power of Attorney

A limited power of attorney gives your attorney the power to handle certain financial affairs only; for example, your affairs at a particular bank.

A general power of attorney gives your attorney the power to handle all financial affairs, including applying for and administering federal and provincial benefits.

Power of Attorney / Enduring Power of Attorney

The following is a brief description of the differences between a power of attorney and an enduring power of attorney.

For more detailed information, visit the Alberta Justice and Attorney General website at http://justice.alberta.ca, and refer to wills.

Power of Attorney

» you must be mentally competent to appoint an attorney;

» it takes effect immediately; and

» ends if you become mentally incapable of managing your affairs.

Enduring Power of Attorney

» specifically states that the power of attorney remains in effect should you become mentally incapable of managing your affairs; and

» can contain conditions, such as requiring a written statement from a physician indicating that a specific event has occurred.

» Although not mandatory, you may wish to consult a lawyer for assistance in drafting your power of attorney document.

Funeral Planning

Saying Farewell: A guide to assist you through the death and dying process is a booklet that provides information on funeral planning, who to contact when someone dies and settling affairs.

To obtain a copy, contact:
Alberta Supports Contact Centre
Edmonton: 780-644-9992
Toll-free: 1-877-644-9992

or print your own copy at:
www.seniors-housing.gov.ab.ca

Information on funeral planning is also available through the Alberta Funeral Service Association.

For more information, contact:
Alberta Funeral Service Association
Phone: 403-342-2460
Fax: 403-342-2495
Website: www.afsa.ca

Alberta Funeral Services Regulatory Board

The Alberta Funeral Services Regulatory Board licenses and investigates complaints about funeral businesses, funeral directors, embalmers and funeral salespeople. The board also has information on funeral planning and prearranging a funeral in Alberta.

For more information, contact:
Alberta Funeral Services
Regulatory Board
11810 Kingsway Avenue NW
Edmonton, Alberta T5G 0X5
Phone: 1-800-563-4652
Fax: 780-452-6085
Email: afsrb@telusplanet.net
Website: www.afsrb.ab.ca

Last Will and Testament

A will is a written document that allows you to set out how your property is to be distributed after you die. A will allows you to name a person to act as your executor after your death and to make certain that your property is distributed according to your wishes. A will does not have any legal force or effect until after you die.

There are three different types of wills:

» formal will: prepared for you by a lawyer;

» holograph will: prepared by you and done in your handwriting; and

» will kit: forms obtained from stationery stores that you complete yourself.

If you require a lawyer or would like more information on wills or executors, contact the Lawyer Referral Service at 1-800-661-1095. See page 50 for more information.

What happens if you die without a will?
If you die without a will, your property will be distributed according to the provisions of the *Intestate Succession Act*. Information about this act is available in the *Saying Farewell* handbook.

To request a copy of *Saying Farewell*, contact:
Alberta Supports Contact Centre
Edmonton: 780-644-9992
Toll-free: 1-877-644-9992

RECREATION AND LEISURE

Alberta 55 Plus Games

This association promotes, develops and organizes activities leading to the Alberta 55 Plus Games and the qualifiers for the Canada Senior Games. Participants take part in playoffs in eight zones across the province to qualify for the games, which are held every two years. Membership fees apply.

For information, contact:
Alberta 55 Plus
Percy Page Centre
11759 Groat Road
Edmonton, Alberta T5M 3K6
Phone: 403-803-9852
Fax: 403-800-5599
Email: info@alberta55plus.ca
Website: www.alberta55plus.ca

Historic Sites and Cultural Facilities

Seniors visiting Alberta's heritage facilities receive a reduced admission rate. A free guide outlining Alberta's museums and historic sites is available by calling 1-800-252 3782.

For more information, contact:
Culture and Tourism Heritage and Museums
Edmonton: 780-431-2300
Website: www.history.alberta.ca

In all other areas of the province, call the Government of Alberta Contact Centre at 310-0000 to be connected toll-free.

Provincial Parks

Some provincial parks and recreation areas offer camping fee discounts to Albertans 65 years of age or older.

For more information or to request the Explore Alberta Parks magazine contact:
Parks Information
Toll-free: 1-866-427-3582
Website: www.albertaparks.ca

Fishing Licences

Fishing licences are not required if you are 65 or over and a resident of Alberta. You must carry proof of your age and you must comply with all sport fishing regulations.

Note: This policy does not apply to fishing in national parks in Alberta.

For more information, contact:
Alberta Environment and Parks
Edmonton: 780-944-0313
Toll-free: 1-877-944-0313
Website: http://esrd.alberta.ca/fish-wildlife/default.aspx
In all other areas of the province, call the Government of Alberta Contact Centre at 310-0000 to be connected toll-free.

Seniors' View of the Alberta Legislature

The Seniors' View offers guided tours for groups of seniors, along with the opportunity to attend Question Period in the Legislative Assembly and participate in mock legislature debates.

For more information, contact:
Seniors' View
Visitor Services, Pedway Mall
Edmonton: 780-427-7362
Fax: 780-427-0980
Website: www.assembly.ab.ca/visitor

In all other areas of the province, call the Government of Alberta Contact Centre at 310-0000 to be connected toll-free.

QUICK REFERENCE LIST

Accommodation Standards Complaint Line
Toll-free: 1-888-357-9339

Alberta Aids to Daily Living
Toll-free anywhere in Alberta:
1-877-644-9992
Edmonton: 780-644-9992

Alberta Blue Cross
Toll-free: 1-800-661-6995

Alberta Health Services
Dial 811
Long/Short-Term Care
Meals on Wheels
Mental Health Services
Home Care Services
Public Health Services
Day Support Programs

Alberta Health
Alberta Health Care Insurance Plan
Call 310-0000 to be connected
Toll-free: 780-427-1432

Alberta Registries (Vital Statistics)
Call 310-0000 to be connected
Toll-free: 780-427-7013

Alberta Seniors Benefit Program
Toll-free: 1-877-644-9992
Edmonton: 780-644-9992

Alberta Supports Contact Centre
Toll-free: 1-877-644-9992
Edmonton: 780-644-9992

Assured Income for the Severely Handicapped (AISH)
Toll-free: 1-866-477-8589
Edmonton: 780-644-1364

Canada Revenue Agency Community Volunteer Income Tax Program
Toll-free: 1-800-959-8281
TTY: 1-800-665-0354

Service Alberta Contact Centre
Toll-free: 1-877-427-4088

Dental Assistance for Seniors Program
Toll-free: 1-877-644-9992
Edmonton: 780-644-9992

ELDER ABUSE

Calgary
Kerby Rotary Shelter
24-hour: 403-705-3250

Edmonton
Seniors Abuse Help Line
24-hour: 780-454-8888

Grande Prairie
Seniors Outreach
780-539-6255

Lethbridge
Elder Abuse
Response Network
403-394-0306

Medicine Hat
CRANE
24-hour: 403-529-4798

Red Deer
Helping Elder Abuse Reduction (HEAR)
403-346-6076
or toll-free: 1-877-454-2580

St. Albert
Stop Abuse in Families (SAIF)
780-460-2195

Strathcona County
Elder Abuse Line (24-hour)
780-464-7233

Camrose
Family Violence Action Society
780-672-0141

Family and Community Support Services
For information, contact the Family and Community Support Services office listed in your local telephone directory.

Geriatric Assessment and Rehabilitation Programs
Contact Alberta Health Services.
Please see page 33.

Government of Alberta Contact Centre
Toll-free: 310-0000

GST Credit
Toll-free: 1-800-959-1953

Handicapped parking placard
Call 310-0000 to be connected
Toll-free: 780-427-7013

Health Advocate / Mental Health Advocate
Edmonton: 780-422-1812

Health Link Alberta
Dial 811

HOUSING PROGRAMS

Seniors Lodge Program
Edmonton: 780-422-0122

Seniors Self-Contained
Housing Program: 780-422-0122

Residential Access Modification Program
Toll-free anywhere in Alberta:
1-877-427-5760

HOUSING REGISTRIES

Calgary
Kerby Centre: 403-705-3230

Edmonton
Edmonton Aboriginal Senior Centre
780-476-6595
SAGE — Seniors Association of Greater Edmonton: 780-423-5510

Income Support Program for Non-Seniors
Alberta Supports Contact Centre
Toll-free: 1-877-644-9992
Edmonton: 780-644-9992

Landlord and tenant information and consumer information
Toll-free: 1-877-427-4088

Money Mentors
Toll-free: 1-888-294-0076

Office of the Public Guardian and Trustee
Calgary: 403-297-3364
Edmonton: 780-427-0017
Grande Prairie: 780-833-4319
Lethbridge: 403-381-5648
Lloydminster: 780-871-6490
Medicine Hat: 403-529-3744
Red Deer: 403-340-5165
St. Paul: 780-645-6278

Optical Assistance for Seniors
Toll-free: 1-877-644-9992
Edmonton: 780-644-9992

Protection for Persons in Care Act
Toll-free: 1-888-357-9339

Provincial Parks
Toll-free: 1-866-427-3582

Seniors Advocate
Edmonton: 780-422-1812

Seniors Home Adaptation and Repair Program
Toll-free: 1-877-644-9992
Edmonton: 780-644-9992

Seniors Property Tax Deferral Program
Toll-free: 1-877-644-9992
Edmonton: 780-644-9992

Service Canada Call Centre (Government of Canada)
Old Age Security
Guaranteed Income Supplement
Allowance / Allowance for the survivor
Canada Pension Plan
Toll-free: 1-800-O-Canada
(1-800-622-6232)
TTY: 1-800-926-9105

Special Needs Assistance for Seniors Program
Toll-free: 1-877-644-9992
Edmonton: 780-644-9992

Veterans Affairs
Toll-free: 1-866-522-2122

Index

Advance Care Planning 20
Alberta 55 Plus Games 57
Alberta Aids to Daily Living 25
Alberta Blue Cross Coverage for Seniors 27
Alberta's Health and Seniors Advocates 19
Alberta Health Care Insurance Plan 22
Alberta Health Services 33
Alberta Human Rights Commission 43
Alberta Motor Association: Driving Angel Program 46
Alberta Ombudsman 16
Alberta Securities Commission 44
Alberta Seniors Benefit 2
Alberta Supports 13
Alberta Transportation 45
Allowance / Allowance for the Survivor 7
Ambulance Services 28
Birth, Marriage and Death Certificate 49
Bus Passes 45
Canada Pension Plan 8
Chiropractic Services 28
Clinical Psychological Services 29
Community Agencies 36
Congratulatory Messages 47
Contacting your MLA 16
Continuing Care Health Services Standards 41
Continuing Care Services 30

Day Support Programs and Day Hospitals 34
Dental Assistance for Seniors 3, 25
Diabetic Supplies 28
Elder Abuse 39
Emergency Shelters 40
Enduring Power of Attorney 18
Facility Living / Long-Term Care Centres 32
Family and Community Support Services (FCSS) 37
Federal Government Programs 6
Fishing Licenses 58
Funeral Planning 55
Geriatric Assessment and Rehabilitation Programs 34
Government of Alberta Contact Centre 15
GST Credit 53
Guaranteed Income Supplement 6
Health Advocate 20
Health Link Alberta 34
Health Services 22
Hearing Aids 26
Historic Sites and Cultural Facilities 57
Home Living / Home Care Services 30
Home Nursing Care 29
Housing 9
Income Support for Non-Seniors 5
Landlord and Tenant Information 12
Last Post Fund 54
Last Will and Testament 56

Lawyer Referral Service 50
Local Information and Referral Centres..... 50
Meals on Wheels 37
Mental Health Services 34
Money Mentors 37
New Horizons for Seniors Program 36
Office of the Public Guardian and Trustee 17
Old Age Security Pension..... 6
Optical Assistance for Seniors 3, 25
Parking Placards for Persons with Disabilities 46
Personal Directive.....18
Power of Attorney..... 54
Prescription Drugs.....28
Privacy Legislation..... 38
Private Health Insurers 35
Protection for Persons in Care 41
Provincial Grants 36
Provincial Parks 58
Public Health Services 35
Residential Access Modification Program (RAMP).....10
Seniors Advocate 19
Seniors Driving Services 45
Seniors Home Adaptation and Repair Program 4
Seniors Housing Registries 11
Seniors Lodge Program 9
Seniors Property Tax Deferral Program..... 4
Seniors Self-Contained Housing 10

Seniors' View on Alberta Legislature 58
Service Alberta Contact Centre 15
Service Alberta 44
Service Canada Call Centre 16
Special Needs Assistance for Seniors 2
Supportive Living and Long-Term Care Public Reporting / Accommodation Standards 12, 42
Supportive Living 12, 31, 42
Taxes 52
Transportation 45
Utilities Consumer Advocate 21
Veterans Affairs Canada 53

Notes

PHONE:
Alberta Supports Contact Centre
Toll-free at 1-877-644-9992
or 780-644-9992 in the
Edmonton area or:
Deaf or hearing impaired
with TDD\TTY units, call
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780-427-9999 in the
Edmonton area

MAIL:
Seniors and Housing
P.O. Box 3100
Edmonton, Alberta
T5J 4W3
Fax: 780-422-5954

WEBSITE:
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